**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL**

Section 3.6   Member Handbooks

3.6.1   Introduction
Member handbooks are intended to provide information to behavioral health recipients regarding the availability of services in the public behavioral health system. The member handbook provides information regarding how to obtain services, what services are available, what service limitations exist for Title XIX/XXI and Non-Title XIX/XXI persons and behavioral health recipient rights and responsibilities. This information is imperative in ensuring that behavioral health services are accessible.

3.6.2   References
The following citations can serve as additional resources for this content area:
▪ AHCCCS/ADHS Contract
▪ ADHS/T/RBHA Contract
▪ Balanced Budget Act of 1997
▪ ADHS/DBHS Member Handbook Template
▪ Geographic Service Area Specific Member Handbooks

3.6.3   Scope
To whom does this apply?
All persons receiving behavioral health services.

3.6.4   Did you know…?
▪ That the member handbooks are reviewed and updated by ADHS/DBHS and the T/RBHAs annually, if needed.

▪ That the member handbook must be printed in a type-style and size which can easily be read by behavioral health recipients with varying degrees of visual impairment.

3.6.5   Objectives
To establish the responsibility of providers to distribute member handbooks to all persons receiving behavioral health services.

3.6.6   Procedures

3.6.6-A.   Distribution
Member handbooks must be distributed to persons receiving behavioral health services within 10 days of their first service. Member handbooks must be available and easily accessible at all provider sites. Upon request, copies must be made available to known consumer and family advocacy organizations and other human service organizations.
[T/RBHA add specific language here]